

Qualification checklist

I have enclosed the following qualification documentation (please check the box and list what type of documentation you are providing):

☐ County resident:

☐ Over 60:

☐ Disabled:

☐ Income:

Today's date: \_\_\_\_\_

Please mail completed form and qualification documentation to:

Chesterfield County  
Access Chesterfield  
7325 Whitepine Road  
Richmond, Va. 23237



Access Chesterfield

Passenger Guide



Providing a FIRST CHOICE community through excellence in public service

*Access Chesterfield, Chesterfield County's Coordinated Transportation Program, provides transportation services for any Chesterfield County resident who is disabled, aged 60 or older or who meets federal income guidelines.*

*Transportation providers are contracted by the Chesterfield County Access Chesterfield program to provide transportation service within the Chesterfield County, Richmond, Petersburg, Hopewell and Colonial Heights areas.*

*Additional information may be found on the Web at [chesterfield.gov](http://chesterfield.gov)*



Registration information

Access Chesterfield customers must be registered in order to receive transportation services. Registration requirements and eligibility information are available from the Chesterfield County Coordinated Transportation Program office. For more information, or to register, you may use the registration form in this brochure or call the Coordinated Transportation Program office at (804) 279-8489. Once a customer is registered and approved, he or she will receive an Access Chesterfield identification card. Discounted travel vouchers may be purchased at distributing agencies to use with the designated transportation company, Van Go Inc. of Richmond.

Service

Transportation services are provided within Chesterfield County, Richmond, Petersburg, Hopewell and Colonial Heights.

Transportation services are available through advance reservations only, Monday-Friday, 6 a.m.-8:30 p.m., and Saturday, 8:30 a.m.-4:30 p.m. Please call Van Go at (804) 261-7388 before 2 p.m. to make a reservation. Cancellation requests are accepted daily.

Reservations may be made with at least one day's notice and up to four days before the trip date. For groups of more than 15 people, please call at least four days in advance.

Voucher distribution

Vouchers are issued at the distributing agencies and are non-refundable. A co-payment may be required from passengers after eligibility is determined. For detailed information, such as current pricing and the policies on voucher use, call 279-8489.

Before making a reservation

Plan ahead since same-day service is not available. Fares are quoted for one-way trips. If a return trip is needed, then the amount is doubled.

Changing a scheduled ride time

Reservation changes should be made at least four hours before the scheduled time or as soon as changes are known.

If changes are not made until the day that the ride is scheduled, please be aware that the provider may not be able to accommodate this request, due to space availability.

Canceling a scheduled trip

Cancellation calls may be made to Van Go 24 hours a day, seven days a week. For a pickup time before 7 a.m., the cancellation must be received before 5 p.m. on the previous day.

Passengers need to provide the confirmation number received when the reservation was originally scheduled.

## Making a reservation

1. Call Van Go Inc.of Richmond at (804) 261-7388 to make a reservation.
2. The passenger must be identified as an Access Chesterfield customer when the reservation is made.
3. The requested pickup time and address, as well as the delivery location and address, are given to the reservation agent. If a return trip is needed, please notify the agent and give the pickup time.
4. If the customer will be accompanied by an aide, please notify the reservation agent. Eligible passengers may travel with one aide free of charge. An aide must be aged 18 or older.
5. If wheelchair accessibility is required, please notify the reservation agent.
6. The reservation agent will provide a pickup window time, the fare amount and a confirmation number. The confirmation number should then be written on the customer's ride voucher.

## Terms You Need To Know

- Pickup Window** – The time frame when the driver should arrive.
- No-show** – If the rider fails to take a scheduled ride when the vehicle arrives within the pickup window, or if the rider does not have vouchers available.
- Late trips** – If the driver fails to pick up a rider within the pickup window. Riders contact the provider and make the reservation agent aware that they have not been picked up.
- Onboard travel time** – Under normal operating conditions, riders should not be subject to trips longer than 90 minutes.

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## When the van arrives

Remember to bring trip vouchers to give to the driver at the beginning of the trip. The driver will fill in any remaining information on the vouchers and ask for the passenger's signature at the end of the trip. Drivers do not expect tips.

If the vouchers are not presented for payment at the time of the driver's arrival, then passengers will be charged with a "No Show." (Please see "Terms You Need To Know" below.)

Drivers may assist passengers into and out of the van.

## Procedures and rules of conduct

For information on emergency procedures, rules of conduct, and causes for suspension or removal from the program, call 279-8489 or visit [www.chesterfield.gov](http://www.chesterfield.gov) and click on the link for Access Chesterfield.

## Suggestions or comments

For more information or to make suggestions or comments about the Access Chesterfield program, please call (804) 271-9451.

For information, or to comment, about a specific trip, please call the transportation provider.

## Frequently asked questions

*Are handicapped-accessible vehicles available?*

Some of the transportation providers have vehicles that are equipped with lifts or ramps to assist a passenger who needs to board while using a wheelchair, walker or other apparatus. Advise the reservations agent of this need when the reservation is made. There is no additional charge to ride on these vehicles.

*Is assistance available to help passengers?*

Drivers may assist passengers into and out of the vehicle, and may assist with small packages weighing less than 20 pounds.

*Are portable oxygen tanks permitted?*

Portable oxygen tanks are permitted on the vans. The passenger must be in full control of the tank or be traveling with an aide who can assist with this control.

*Are service animals permitted?*

A service animal, such as a seeing-eye dog or a hearing dog, is permitted on the vans. Make sure that the reservation agent is aware that the passenger will have a service animal when making a reservation. Pets are not permitted.

*Are safety belts required?*

For the safety of all riders, passengers are required to wear seatbelts when riding in a van.

*Is service affected during inclement weather?*

During inclement weather, there may be times when the Access Chesterfield program is not operating on a normal schedule. Every effort will be made to provide minimal service interruption for those customers who need life-sustaining services, such as dialysis. Please contact the service provider directly for more information during these periods.

# Access Chesterfield Passenger Registration Form

## Registration requirements

*All passengers must be a Chesterfield County resident and show proof that they are aged 60 or older, or disabled or meet federal income guidelines to participate in the Chesterfield County Coordinated Transportation Program. Please provide the following documentation along with this registration form:*

**County residency:** A copy of a utility bill, photo ID, voter registration card.

*Proof of qualification in **one** of the three following categories:*

**Aged 60 or older:** A copy of a photo ID or birth certificate

**Disabled:** A copy of a doctors letter, Social Security statement, Medicare card

**Income:** A copy of a tax return, Social Security statement, or pay stub. People who meet federal income guidelines will have to register yearly.

Qualification information provided is for agency use only. Please print all information.

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

MI: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Form continued on other side